

Summary of Findings



➤ Telecommunications - CENTREX

The City of Detroit utilizes Ameritech CENTREX service at numerous locations within the City. CENTREX service is ideally suited to provide interconnectivity to locations that are geographically distributed throughout an enterprise. However, the cost effectiveness of CENTREX is diminished when large numbers of users are concentrated within a single location. The City has three major sites that are utilizing high-density CENTREX in this fashion.

- ✓ Coleman A. Young Municipal Center - 2,400 CENTREX lines
- ✓ Cadillac Tower - 1,500 CENTREX lines
- ✓ Herman Kiefer Health Complex - 850 CENTREX lines

City-wide CENTREX lines:	8,375
Annual CENTREX line cost:	\$1,382,854
Annual Ameritech technicians cost:	\$186,396
 Total Centrex Costs:	 \$1,569,250

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➤ Telecommunications – CENTREX Voice Mail

The City of Detroit utilizes both Ameritech voice mail service (for CENTREX users) and private voice mail systems for departments that operate their own private branch exchanges (PBX). The Ameritech voice mail service provides voice messaging for approximately 2,000 CENTREX users.

The Ameritech voice messaging servers are located in Allen Park, Michigan. In order to support connectivity to the numerous Ameritech central office locations throughout Detroit, T-1 circuit connections are required. The approximate costs for voice mail service are:

Annual CENTREX voice mail cost:	\$192,000
Annual T-1 network cost:	\$34,296
Total annual CENTREX voice mail cost:	\$226,296

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➤ Telecommunications - City-owned Telephone Systems

The City of Detroit has deployed private branch exchange (PBX) systems at several department locations. The largest configurations exist at Water & Sewerage, Police and Public Lighting departments. Smaller key system-type telephone systems are utilized in various locations such as; Police precincts, City Airport, Cobo Hall, Neighborhood City Hall's and Health department WIC locations. Although it is most appropriate to support PBX's in large density locations, the larger locations, Coleman A. Young Municipal Center and Cadillac Tower are served entirely by CENTREX service.

Based on seamless interconnectivity, maintenance support and ease of use, it would be advantageous for the City to support a single architectural voice platform. Currently, the City supports a multitude of voice systems from Fujitsu, Lucent and Nortel.